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Notes from a #Senior #Tenants #Advisory #Committee Meeting (#STAC!) of the #Toronto #Community #Housing #Corporation – that NEVER HAPPENED!

December 28, 2020

The BEST FIRST MEETING

I NEVER MET!

12/28/2020 Yahoo Mail - Re: Follow-up on STAC

Re: Follow-up on STAC

From: jon rowland (jonrowland7@yahoo.com)

To: grant.coffey@torontohousing.ca

Cc: bill19sag53@rogers.com; chrisguaschluta@gmail.com; dianemalott@gmail.com; findcolleges@yahoo.ca; jimmeeks13@gmail.com; jonrowland7@yahoo.com; kiarafine@yahoo.com; mauriesue@gmail.com; minister_evangelism@live.ca; msdressler@hotmail.com; rehanakhan33@yahoo.com; robert5carlo@hotmail.com; robertad6@sympatico.ca; councillor_minnan-wong@toronto.ca; paul.raftis@toronto.ca; lisefreespirit@hotmail.com; jill.bada@torontohousing.ca; councillor_wongtam@toronto.ca; karen.phillips@torontohousing.ca; stac@torontohousing.ca; ltc-ho@toronto.ca; raka55@hotmail.com; mannysilva@hotmail.com; marchut17@rogers.com

Date: Friday, December 11, 2020, 04:19 PM EST

Mr Coffey,

We are not on first name terms. I have the contacts for the committee, and they have mine.

Best regards,
Dr Rowland (to you, Mr Coffey)

129-25 West Lodge
"Murder" Robinson Apts (in fact, yesterday, it was only a near-murder - only)

> On Friday, December 11, 2020, 03:40:41 PM EST, Grant Coffey <grant.coffey@torontohousing.ca> wrote:
>
> Hi Jon
>
> Based on your reply you have indicated that you do not intend to work within the intent of the STAC, with this we have reconsidered your participation and at this time we will be removing you from the Committee. In future there may be opportunities to express interest to participate in the committee or other opportunities for input and engagement on the ISM and we encourage those to be considered.
>
> Regards
>
> Grant Coffey
>
> **From:** jon rowland [mailto:jonrowland7@yahoo.com]
> **Sent:** Friday, December 11, 2020 2:21 PM
> **To:** Grant Coffey
> **Cc:** bill19sag53@rogers.com; chrisguaschluta@gmail.com; dianemalott@gmail.com; findcolleges@yahoo.ca; jimmeeks13@gmail.com; jonrowland7@yahoo.com; kiarafine@yahoo.com; mauriesue@gmail.com; minister_evangelism@live.ca; msdressler@hotmail.com; rehanakhan33@yahoo.com; robert5carlo@hotmail.com; robertad6@sympatico.ca; Senior Tenants Advisory Committee; Kanapathipillai Ramalingam; Karen Phillips; councillor_minnan-wong@toronto.ca;

1/6

12/28/2020 Yahoo Mail - Re: Follow-up on STAC

> Councillor Wongtam; Jill Bada; paul.raftis@toronto.ca; Lisa Gervais
> **Subject:** Re: Follow-up on STAC
>
> CAUTION: This email originated from outside of Toronto Community Housing (TCHC). Do not click links or open attachments unless you recognize the sender and know the content is safe.
>
> Mr Coffey,
>
> What you call our brief "chat" was nothing but your abortive attempt, as our official or unofficial minder, to co-opt me to be a patsy for what increasingly looks like a rubber stump.

I will not be limited in any way by what I bring to the committe, including specific examples sometimes unfortunately involving specific individuals (including but by no meaning limited to one Karen Phillips, still - very unfortunately - our so-called tenant services coordinaor) who have consistently demonsnated their lack of competence or even desire to work with a vulnerable seniors population.

I told you the first item on my list of things to do was fire some staff. I meant it.

If you don't like this, you can kick me off your Grand Council of Toronto Housing Fascism, as Mussolini would have styled it, all-approvingly, and go to hell.

Frankly, you can go to hell anyway.

Best regards

Dr Rowland

129-25 West Lodge

Murder Robinson Apts (it seems there was another one, only yesterday - great work TSC and TCHC!)

On Friday, December 11, 2020, 02:02:59 PM EST, Grant Coffey <grant.coffey@torontohousing.ca> wrote:

Hi Jon

Further to my call this morning and our brief chat, I wanted to advise that the Senior Tenant Advisory Committee (STAC) is being setup as a forum for tenants to share ideas on the ISM, provide advice and feedback and support outreach and engagement with tenants in our seniors buildings and in support of the ISM. We will discuss this on Monday at the first meeting.

I wanted to also note that if you have specific matters related to your tenancy in your building, the STAC is not a forum where these are to be brought forward for follow-up or resolution. Individual tenancy matters can be brought forward to the TCHC Client Care Centre 416-981-5500 or help@torontohousing.ca and as well if you have Complaints these can be brought forward through to the TCHC Solutions team at 416-981-6000 or solutions@torontohousing.ca. This information is available on the TCHC website as well for reference.

We will discuss this further on Monday's meeting as a group and appreciate your support in joining the STAC and helping it to be a successful forum for our tenants to engage on the ISM.

Regards

Grant Coffey

From: jon rowland [mailto:jonrowland7@yahoo.com]
Sent: Thursday, December 10, 2020 5:56 PM
To: help at torontohousing.ca; Senior Tenants Advisory Committee; Karen Phillips
Subject: Fw: Emergency Contacts

CAUTION: This email originated from outside of Toronto Community Housing (TCHC). Do not click links or open attachments unless you recognize the sender and know the content is safe.

According to Ms Phillips I need a 2nd key or my cat will starve to death. This is a new development for me (and my cat), since only a few months ago Ms Phillips was fine with giving a permitted individual access to my unit (and my cat) without Power of Attorney (or a living will). It seems I deluded myself that I was living in seniors housing, not a jail - maybe Toronto South Detention Centre, where Ms Phillips would fit right in - for a while....

So, how do I get this key 2nd key, to give to my Doctor or his socia worker at St Joe's?

Regards

Jon Rowland

129-25 West Lodge

Murder Robinson Apts

----- Forwarded Message -----

From: Karen Phillips <karen.phillips@torontohousing.ca>

To: jon rowland <jonrowland7@yahoo.com>

Sent: Thursday, December 10, 2020, 02:47:49 PM EST

Subject: RE: Emergency Contacts

Thank you for the information. I will certainly update your file. Please be informed the TCHC is not permitted to allow anyone access to your unit unless they provide documentation that they have power of attorney for your property or you have already provided them with access by providing them with a key.

Karen Phillips

Tenant Service Coordinator

Seniors Housing Unit West

Toronto Community Housing

423 Yonge St.

Toronto, Ontario M5B 1T2

karen.phillips@torontohousing.ca

T: 416-981-6906

F:416-981-6557

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From: jon rowland [mailto:jonrowland7@yahoo.com]
Sent: Thursday, December 10, 2020 1:32 PM
To: Karen Phillips
Subject: Emergency Contacts

CAUTION: This email originated from outside of Toronto Community Housing (TCHC). Do not click links or open attachments unless you recognize the sender and know the content is safe.

Attention: Karen Phillips, TCHC

Tenant Services Coordinator

Please remove all others from my emergency contacts except Dr Akshaan Kaul, St Joseph's Health Centre Family Medicine, 30 The Queensway Toronto ON M6R 1B5 Phone: (416) 530-6860. Fax: (416) 530-6160.

Only Dr Kaul or - more likely - a social worker from St Joe's - should have access to my unit in the event that I am incapacitated. I am principally concerned about a pet cat that I own. In the event that I am temporarily too ill to look after it, a social worker would feed it or, if I am deceased, either remove it and take it to a shelter for adoption or offer it to someone previously arranged.

In the event that I am deceased, and no other arrangements have been made, staff should discard the contents of my unit. There won't be much, anyway.

Regards,

Jon Rowland

129-25 West Lodge

Please confirm once you have read my email and have made the requested change. Thanks.

The DEVIL is in

THESE DETAILS!

Another VOICE for EDGAR BERGEN....

Regards,

Jon Rowland

129-25 West Lodge

"Murder" Robinson Apartments

PS STILL no ACCESS CODE? Maybe I'm NOT getting one?

—— Forwarded Message ——

From: jon rowland

To: Senior Tenants Advisory Committee

Sent: Thursday, December 10, 2020, 06:11:39 AM EST

Subject: More Agenda Items for STAC (Yes, we have an agenda....)

Education for Ourselves

Part of our task is to ensure that tenant voices get heard, not just our own voices.

We need to encourage all tenants to speak. Then we need to pass on what they say, in an efficient manner. Some tenants won't want to speak, and that's their choice, but we should at least help create the opportunity to do so in an informed way.

We probably need to educate ourselves first, a little or a lot (depending), before we can pass on our findings to our fellow tenants, so they can speak in an informed way.

Ways to Organize the Information (and some examples)

I wonder if it would help to compare and contrast features of the old model with features of the new model, by **organizing information according to a typical tenant lifespan – from intake through various events to departure**.

For example, under the old system, one was called to take a look at the apartment, then – provided one wanted the apartment – one met with the Tenant Services Coordinator for a financial review, an information session, and probably also to sign the lease and get the keys – all in one session.

How will this process change under the new model? Maybe it won't change at all. Should it? Would it make more sense for the locally located Housing Stability Coordinator to do the intake, tailoring the process somewhat to the building?

We could compare and contrast how the tenant would interact, under the old and the new systems, with police and fire and ambulance services. We could thereby get a very concrete sense of how things might change, hopefully for the better.

For another example, under the old system, if a tenant called Security because a neighbor was engaging with a disruptive dealer who was acting out in the hall, the Security might come but they probably would just do a round after the dealer had departed. Under the old system, the Security probably wouldn't talk to the neighbor for engaging with the dealer, they'd just depart and not file a report. The Tenant Services Coordinator wouldn't know anything had happened (and even when the TSC did know, very little happened). Under the new system, it would make more sense for the locally located building-specific Housing Stability Coordinator to get a report from Security, detailing the visit. The HSC could then follow up on the report, speak to the tenants, and issue a warning if that was appropriate. Warnings should probably be automatic. The Superintendent should also be notified, immediately or at a weekly meeting. If the incident is part of a pattern, especially if the dealer is a regular trespasser, then a mechanism should be activated to ban that individual from the property.

Offhand I can think of other examples of behaviours and procedures responding to behaviours that should change. Tenants who repeatedly set off the fire alarms at night have not been adequately addressed. This is serious because such behavior can be caused be dementia, is disruptive and undermines what security we have. Under the new system every fire alarm resulting in a visit by Toronto Fire should be reported to the HSC and followed up by a visit to the tenant involved. In cases where dementia is a factor a mental health care worker would have to be notified to get involved at once.

The last example is potentially very serious. I've known neighbours here on West Lodge who were pack-rats with flammables piled high on their stove, who would set off the fire alarm twice in a night, and sit there in the smoke doing nothing. Not good. Let's hope the ISM prevents such disasters in the making. I think it could, simply by enforcing a system of adequate reporting and follow-up. Unless things have recently changed, there isn't any.

This sort of comparison/contrast old system/new ISM model could be extended to the way repairs are done (totally without follow-up at least till recently), the transfer process (humiliating and adversarial, tenant vs paid "legal" casuist), etc.

Training

Yesterday afternoon I heard a staff member addressing a mentally ill female tenant on my floor as "sweetie." The female tenant is delusional and apt to assume that anyone addressing her thus amounts to a boyfriend or a lover. I think this is unprofessional and while the staff member probably meant no harm, such conduct reflects **inadequate training**– a more serious issue!.

It isn't just the training of Housing workers that's deficient. I've known miscreant tenants to place **nuisance calls to the police** as a form of reprisal against tenants they think have reported on them. The police come on to the property like gang-busters, then realize – only after disturbing the peace themselves – that they've been manipulated. This sort of problem only gets more complicated when it involves tenants who are delusional. These problems would be largely alleviated by **better police training and etiquette in seniors buildings**, and by **better reporting to the HSC and communication among all parties including the police**. It would also help, at least at 20-25 West Lodge, if we had an effective superintendent. We haven't had one for several years.

Contractors also should be better trained in proper etiquette in seniors buildings. At present work crews tend to be noisy and invasive. Because of poor communication all round, tenants are usually uninformed about what they're doing anyway. This practice amounts to treating tenants as strangers in their own home. The installation of updated **cameras in the common areas** is a good example of this. The process began over a year ago, with a large and very noisy crew invading the halls without explanation. Even the acting superintendent was uninformed about what was happening – bad communication to say the least. The installation of the new security cameras – which should have been a priority given all the illegal activity here – stalled months ago. Work began again in the summer, now more efficiently done by just one technician (obviously the big noisy crew was unnecessary!). Alas, **the installation is still incomplete**. (It seems to take TCHC ten or twenty times longer than it should to do a ANYTHING. I can see why they might not want to be communicative about it.)

Housing workers might benefit from some of the courses offered by the Toronto Hostel Training Centre for Shelter Workers. I note in particular course in basic Mental Health training, and in working with seniors who have experienced homelessness. These courses are relatively inexpensive and could be mandated for workers in the ISM. I have attached a description of some of these in PDF. Perhaps we should insist that all employees of the new ISM graduate from the Older Homeless Population Certificate Program.

That's all for now.

Regards

Jon Rowland

129-25 West Lodge

"Murder" Robinson Apartments

The Agenda

(such as it was)

Senior Tenant Advisory Committee

Date: December 14, 2020

Time: 1:15-3:00 pm

Location: Online: Zoom Link or
Phone: 647-374-4685 or 647-558-0588
Meeting ID: 813 1422 7405

Meeting Ground Rules:

1. Be respectful
2. Listen to each other and keep an open mind
3. Be kind
4. Show up on time and be prepared
5. … (for discussion)
6. … (for discussion)

Agenda

	Item	Lead	Time
1.	Welcoming Message	J. Bada	5 min
2.	Icebreaker	C. Sheppard	30 min
3.	STAC Group Norms/Ground Rules and Terms of Reference	J. Bada, C. Sheppard	20 min
4.	Priorities for the STAC - What do we want to focus on? - How will we engage with our fellow tenants?	C. Sheppard	20 min
5.	Upcoming Tenant Engagement - CMHC-led Engagement Winter 2021	C. Sheppard	10 min
6.	Next Meeting – Time and Topic	C. Sheppard	5 min

Meetings will be co-lead by:
Andrea Austen, Manager, Seniors Services - City of Toronto
Grant Coffey, Program Director - TCHC Seniors Housing Unit

Preparing for the meeting

We are looking forward to some great discussions on Monday to learn about each other and how we're going to work together! Here are some of the questions we will be reflecting on as a group:

- Think about the last group meeting that you attended. What happened at the meeting that made it productive and enjoyable? What happened at the meeting that you did not find productive and enjoyable?
- How do you think STAC members should be introduced to the tenants that live in the seniors' buildings?
- What do you think senior tenants want to know about the Integrated Service Model and/or the STAC? How do you think tenants would like to learn about this information? How can we ensure that tenant voices are heard and shared?
- Are there any groups or agencies that you want to hear from that could enhance your work on the STAC? (e.g., R-PATH, Toronto Central LHIN)?

Senior Tenant Advisory Committee Members

Roberta Butler	Lise Gervais	Christine Luta
Robert Carlo	Shirley M Ince	Diane Malott
Maureen Clohessy	Ram Kanapathipillai	Janet McLeod
Anita Dressler	Rehana Khan	James Meeks
Kiara Fine	Bill Lohman	Jon Rowland

If it LOOKS like

GRANT COFFEY,

QUACKS

LIKE GRANT COFFEY....

Professional Minder of the City

of TORONTO's

so-called

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